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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/817,256	03/27/2001	Koichi Nihira	1614.1156	7685
21171	7590	10/04/2005	EXAMINER	
STAAS & HALSEY LLP SUITE 700 1201 NEW YORK AVENUE, N.W. WASHINGTON, DC 20005			JARRETT, SCOTT L	
			ART UNIT	PAPER NUMBER
			3623	

DATE MAILED: 10/04/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

*He*

**Office Action Summary**

Application No.

09/817,256

Applicant(s)

NIHIRA, KOICHI

Examiner

Scott L. Jarrett

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 18 July 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1 and 3-12 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1 and 3-12 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_

**DETAILED ACTION**

1. This **Final** Office Action is responsive to Applicant's amendments filed July 18, 2005. Applicant's amendments amended the abstract, amended claims 1 and 3-12 and canceled claim 2. Currently claims 1 and 3-12 are pending.

***Response to Amendment***

2. Applicant's amendments filed July 18, 2005 necessitated the new ground(s) of rejection.

The objection to the abstract is withdrawn in response to applicant's amendments to the abstract.

The USC 112 (2) rejections of Claims 6 and 12 are withdrawn in response to applicant's arguments.

The USC 101 rejection of Claims 1-12 is withdrawn in response to applicant's amendments to claims 1 and 3-12.

***Response to Arguments***

3. Applicant's arguments with respect to claims 1-11, 13-18 and 21 have been considered but are moot in view of the new ground(s) of rejection.

In response to applicant's argument that the references fail to show certain features of applicant's invention, it is noted that the features upon which applicant relies (i.e., "using contract information for the purpose of creating (defining) an Action for each Fault Code", Remarks Page 9, Paragraph 5; Page 10, Paragraph 1) are not recited in the rejected claim(s). Although the claims are interpreted in light of the specification, limitations from the specification are not read into the claims. See *In re Van Geuns*, 988 F.2d 1181, 26 USPQ2d 1057 (Fed. Cir. 1993).

More specifically the Claim 1, a now amended, merely recites that the method for managing customer service devices creates actions by processing (viewing, accessing, analyzing, mining, etc.) the management information wherein the management information includes, *but is not limited to*, contract information (any information related to a agreement, commitment, promise, etc.), registers (enters, stores, etc.) the developed actions in an action database and selects an action by referring to the actions database and in accordance with each consumer service device's condition information.

Gill et al. teach a method and system for collectively managing management information about a plurality of customer service devices (ATM, automated teller

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machines, banking machines) and managing the operations of the plurality of customer service devices wherein a plurality of entered/registered/defined by the user (Column 25, Lines 54-61; Figures 31-32), stored in a database/ data store (Figures 46-59) and acted upon (selected) based on consumer device conditions (events) by vendors and/or other servicers.

Gill et al. further teach that the system and method for collection managing a plurality of consumer devices analyzes a plurality of management information to determine what action (steps) to take wherein the management information includes but is not limited to: consumer device information (location, ID, etc.), customer/operator information (e.g. hours of operation, etc.) and vendor/servicer information (i.e. vendors inherently being outsourced/external service providers that operate under some form of contract (written, oral/verbal, agreement, formal, informal, promise, commitment, etc.) and contracts inherently include at least information regarding the parties/entities of the contract such as contact information - e.g. who to contact when a specific event occurs on a specific consumer device and by what means as in the case in Gill et al.; Column 3, Lines 1-11; Column 5, Lines 1-10; Column 24, Lines 37-48; Figure 14).

***Title***

4. The title of the invention is not descriptive. A new title is required that is clearly indicative of the invention to which the claims are directed.

The following title is suggested: Method for Managing Operations For A Collection of Networked Customer Service Devices.

***Claim Rejections - 35 USC § 102***

5. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

6. Claims 1 and 3-12 are rejected under 35 U.S.C. 102(b) as being anticipated by Gill et al., U.S. Patent No 5,984,178.

Regarding Claims 1 and 10-12 Gill et al. teach a method and system for collectively managing management information about a plurality of customer service devices (ATM, automated teller machines, banking machines), and managing the operations of the plurality of customer service devices (Abstract; Column 3, Lines 48-68; Column 4, Lines 1-55; Column 5, Lines 1-54; Column 8, Lines 33-42; Column 25, Lines 5-68; Figures 14, 19, 31, 32 and 56 and as shown below in Figures 1, 4, 7, 8 and 29).

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More specifically Gill et al. teach that the management system comprises the steps of:

- registering (entering, inputting, setting up, installing, making available) a plurality of management information in a data store/database (Figure 4, Element 36; Figures 46-59);
- creating (entering, inputting, etc.) a plurality of actions (events) to operate each of the customer service devices, based on (by processing, reviewing, accessing, analyzing, etc.) the plurality of management information entered;
- registering (entering, inputting, setting up) a plurality of actions (procedures, action list, schedule, fault actions);
- selecting (determining, resolving, analyzing) an action by referring (reviewing, accessing, etc.) the action data (database, data store) and in accordance with supplied/received, via a network, condition information (status message, condition message, status, solicited message, unsolicited message) from each of the customer service devices (Column 11, Lines 62-68; Column 12, Lines 25-44); and
- transmitting/sending an instruction (message, notification, etc.) indicative of the action (corrective action, action list, fault action) with respect to each customer service device (Column 25, Lines 54-65; Figures 31-32)
- wherein the management information includes a plurality of information related to consumer devices, consumer device groups, assignees of management (servicers, vendors, message recipients, contacts), actions, events, schedules and a plurality of other information associated with the operation of the customer service devices

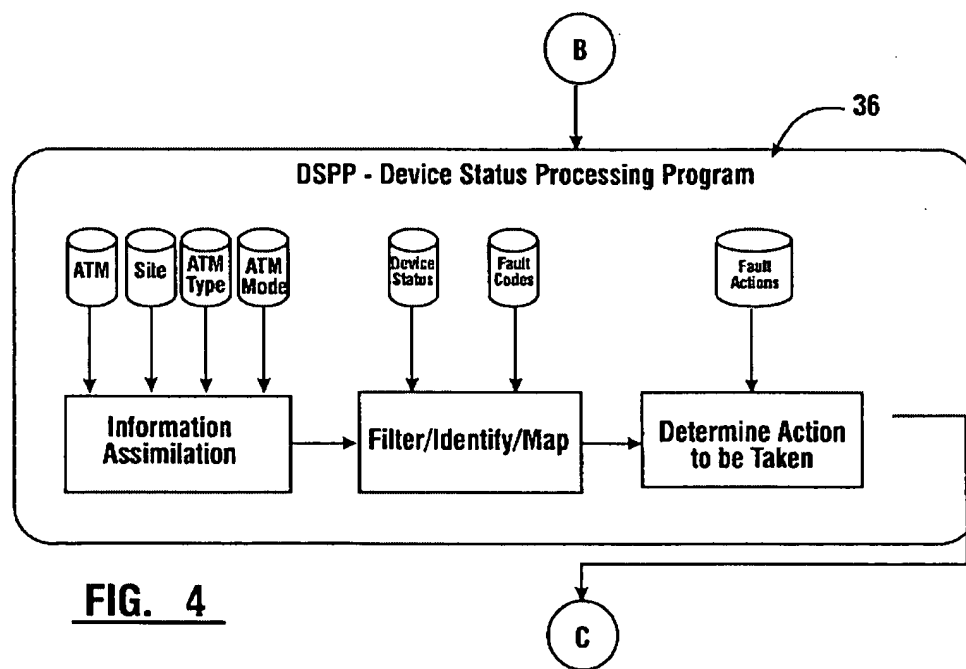
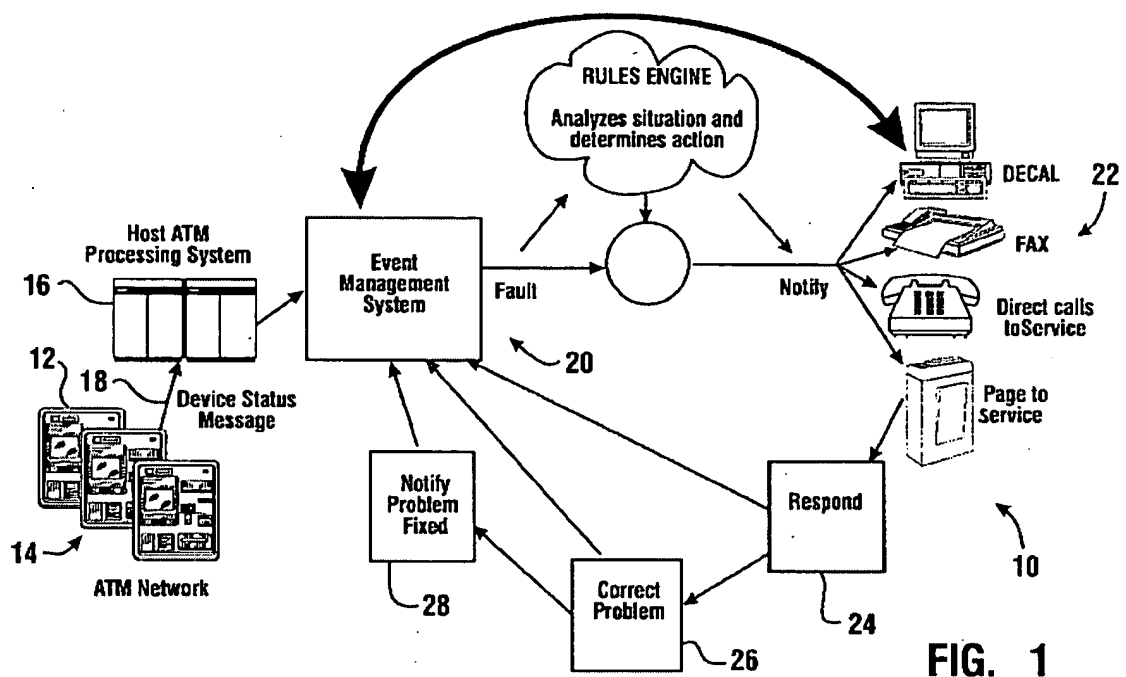
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(Column 4, Lines 1-55; Column 15, Lines 35-68; Column 16, Lines 1-60; Column 24, Lines 55-68; Figures 11-14, 16, 17 and 46-59; Figures 7 and 8 as shown below).

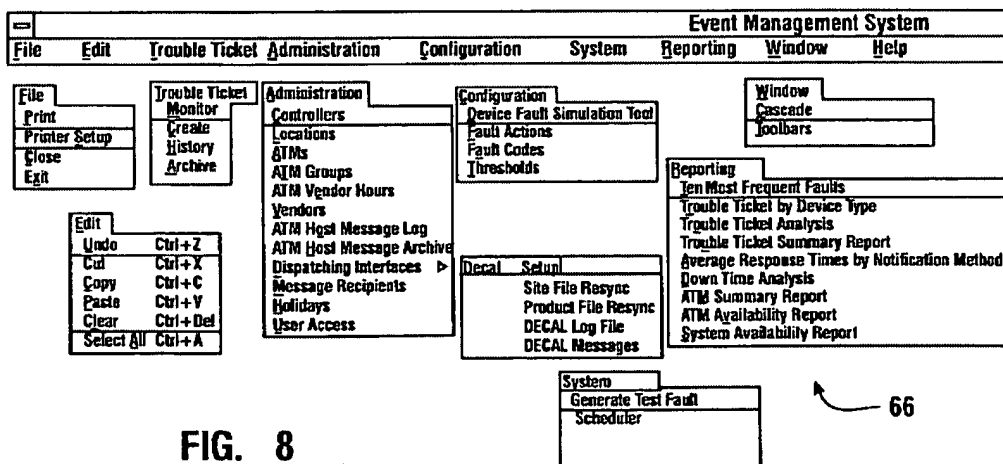
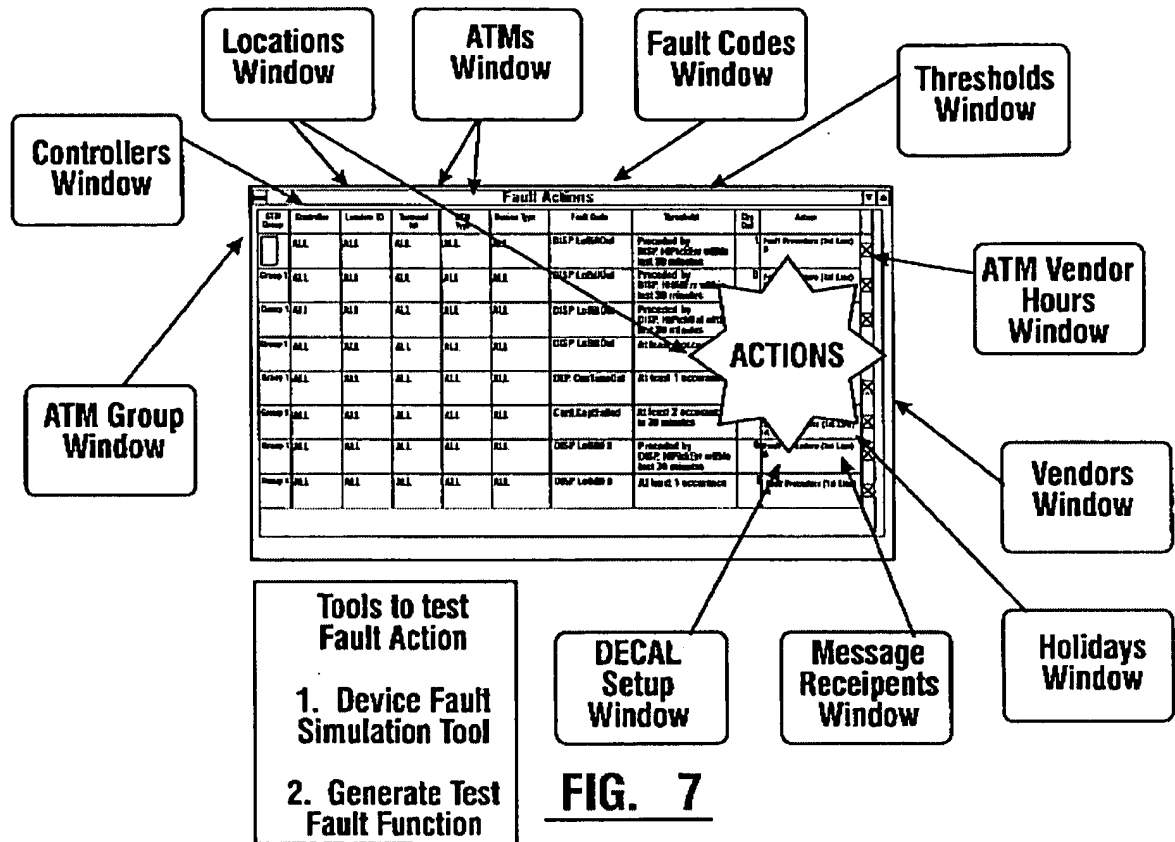
More specifically Gill et al. teach that the system and method for collection managing a plurality of consumer devices analyzes a plurality of management information to determine what action (steps) to take wherein the management information includes but is not limited to: consumer device information (location, ID, etc.), customer/operator information (e.g. hours of operation, etc.) and vendor/servicer information (i.e. vendors inherently being outsourced/external service providers that operate under some form of *contract* (written, oral/verbal, agreement, formal, informal, promise, commitment, etc.) and *contracts* inherently include at least information regarding the parties/entities of the contract such as contact information - e.g. who to contact when a specific event occurs on a specific consumer device and by what means as in the case in Gill et al.; Column 3, Lines 1-11; Column 5, Lines 1-10; Column 24, Lines 37-48; Figure 14).

Gill et al. further teach that the management system comprises a plurality of systems (sub-systems, modules, applications, devices, etc.) including but not limited to (Figure 1 as shown below; Figure 2): Automated Teller Machines, ATM Network, Host ATM processing, Event Management System, Rules Engine, Scheduler, Multi Media Reporter (MMR), Message Gateway Router (MGR) and Device Status Processing Program (DSPP) that enable the administration, maintenance and management of customer service devices.





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Fault Actions									
ATM Group	Controller	Location ID	Terminal ID	ATM Type	Device Type	Fault Code	Thresholds	Clk Ord	Action
Group 1	ALL	ALL	ALL	ALL	ALL	DISP:LoBillDet	Preceded by DISP:HiPickErr within last 30 minutes	1	Fault Procedure (1st Line) B
Group 1	ALL	ALL	ALL	ALL	ALL	DISP:LoBillOut	Preceded by DISP:HiBillFit within last 30 minutes	1	Fault Procedure (1st Line) B
Group 1	ALL	ALL	ALL	ALL	ALL	DISP:LoBillOut	Preceded by: DISP:HiBillOut within last 30 minutes	2	Fault Procedure (1st Line) B
Group 1	ALL	ALL	ALL	ALL	ALL	DISP:LoBillOut	At least 1 occurrence	3	Fault Procedure (1st Line) A
Group 1	ALL	ALL	ALL	ALL	ALL	DEP:CostTimeOut	At least 1 occurrence	4	Fault Procedure (1st Line) A
Group 1	ALL	ALL	ALL	ALL	ALL	CARD:CaptFailed	At least 2 occurrences in the last 30 minutes	5	Fault Procedure (1st Line) A
Group 1	ALL	ALL	ALL	ALL	ALL	DISP:LoBillFit	Preceded by: DISP:HiPickErr within last 30 minutes	6	Fault Procedure (1st Line) B
Group 1	ALL	ALL	ALL	ALL	ALL	DISP:LoBillFit	At least 1 occurrence	7	Fault Procedure (1st Line) A

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**FIG. 29**

Regarding Claims 3 and 4 Gill et al. teach that the management system further comprises the step of creating (entering, inputting) and registering (making available to the system, associating) the action(s) corresponding to each condition for each customer device (action procedure connected to fault actions, action list, action procedure, action message, Device Status Processing Program; Column 11, Lines 50-68; Column 25, Lines 5-62; Figures 28, 29 and 31; Figures 1, 4 and 8 as shown above).

Regarding Claim 5 Gill et al. further teach that the management system further comprises the steps of (trouble tickets, responses, actions, action procedures; Column 12, Lines 33-44; Column 25, Lines 5-60; Column 37, Lines 16-60; Column 34, Lines 1-

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15; Column 36, Lines 53-68; Figures 26 and 31-32; Figures 4, 7 and 8 as shown above):

- selecting a customer service device corresponding to the supplied condition (status, fault, solicited message, unsolicited message, etc.) from among a plurality of customer service devices; and
- selecting (responding) the action corresponding to the supplied condition information among a plurality of actions registered for the customer service device.

Regarding Claim 6 Gill et al. teach that the management system further comprises the steps of (Column 12, Lines 33-44; Column 25, Lines 5-60; Column 37, Lines 16-60; Column 34, Lines 1-15; Column 36, Lines 53-68; Figures 26 and 31-32; Figure 4 as shown above):

- receiving and judging (reviewing, filter/identify/map, deciding, determining) a plurality of types of condition information (fault codes, fault category, fault condition, fault signals, fault message) in their entirety; and
- selecting the action corresponding to the judging (filter/identify/map) from among a plurality of actions registered (available) in the system.

Regarding Claim 7 Gill et al. further teach that the management system further comprises the steps of (Column 12, Lines 33-44; Column 31, Lines 1-60; Column 34, Lines 1-15; Column 36, Lines 53-68; Figures 18, 23, 25, 26 and 36):

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- registering (storing, saving, logging, collecting) a plurality of information, historical and current, regarding the condition information (faults, messages, calls, trouble tickets, actions, etc.) for customer service devices; and
- selecting the action corresponding to the plurality of condition information, historical and current available (registered in the system).

Regarding Claim 8 Gill et al. teach that the management system further comprises the steps of (Abstract; Column 5, Lines 10-54; Column 9, Lines 60-68; Figures 19 and 24-26):

- instructing (requesting, requiring, contacting) a maintainer (servicer) of the plurality of customer service devices to perform a maintenance (service) operation according to the condition information; and
- receiving information about a results of the maintenance (service) operation from the maintainer (servicer).

Regarding Claim 9 Gill et al. teach that the management system enables a plurality of users (entities) to receive, send, enter, maintain and the like a plurality of information related to the operation of customer service devices. More specifically Gill et al. teach that an administrator and a maintainer (servicer, vendor) supply information to the management system (Abstract; Column 29, Lines 45-68; Column 31, Lines 45-55).

***Conclusion***

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- E-ClassSystems, Inc. Announces Availability of a Microsoft SQL Version of ATM Manager pro, teaches the public sale and use of a system and method for managing operations for a plurality of networked customer service devices (automated teller machines) wherein the system was introduced in May 2000.

- e-ClassicSystems, Inc. Adds 66,000 ATMS and 10 Customers to Quarter, teaches the commercial availability and use of ATM Manager Pro 3.3 a system and

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method for managing the operation of a plurality (66,000) customer service devices (ATMs).

- Gasper Transaction Monitor – Product Summary teaches the commercial availability of a system and method for managing operations of a plurality of customer service devices wherein the system comprises event/fault monitoring, servicer dispatching/assignment, transaction monitoring and the like.

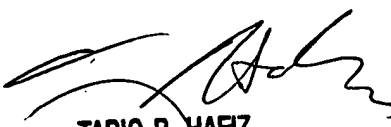
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Scott L. Jarrett whose telephone number is (571) 272-7033. The examiner can normally be reached on Monday-Friday, 8:00AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hafiz Tariq can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

SJ

9/29/2005

  
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